Public Library Standards
2007

Overview

The Utah State Library Division (USL) has legal authority to set standards for public libraries (UCA 9-7-205). The *Standards for Utah Public Libraries* present minimum levels of effort required by public libraries in order to receive certain services and grants from USL. The *Standards* were developed with input from public libraries across the state, and were approved by the Utah State Library Board.

A Public Library is defined in the Utah Code as a library that has been established and is maintained by a county or city or combination thereof. Public libraries are financially supported by the local government entity responsible for its establishment and maintenance and staffed by employees hired and responsible to that entity. These libraries must have a board of trustees. (see UCA 9-7-401 to 9-7-511).

The *Standards* further require that libraries meet additional governance, funding, access, personnel, resources, technology, facilities, marketing, administration, and advocacy requirements, outlined in this checklist.

Libraries that meet legal and USL standards are **Certified Public Libraries.** These libraries are eligible to receive the following benefits:
1) Federal Library Service and Technology Act (LSTA) funds, provided they meet Federal requirements
2) State Development Grant funds
3) Training and Development Assistance from USL
4) In-Library and Patron access to Public Pioneer (http://pioneer.utah.gov) databases

All libraries that meet the legal definition of a public library, as indicated above, are eligible to apply for certification (see "Apply for Certification" below). All libraries currently certified by USL will automatically have their certification renewed for FY2007 if they comply with the current Certification Checklist.

Apply for Certification: New Public Libraries

1) A letter requesting certification should be sent to the USL Director signed by the chair of the Library Board and a member of the City or County governing body. Library requests for certification received by the USL director prior to June 30 are eligible for certification in the next fiscal year (July 1 – Jun 30).
2) A USL consultant will meet with the Library Director, members of the Library Board, and with relevant government officials to review the current Standards Checklist. The consultant will assign the library to one of three categories:
   a. Full Certification – The library will receive certification
   b. Pending Certification – The library will not receive certification at this time, but can receive certification if standards are met within 3 months from the date of the consultant visit.
   c. Not Ready for Certification – The library currently does not meet Standards on the Checklist and cannot meet these requirements within 3 months.
3) A panel of qualified USL staff including the USL Director will review the Consultant's category assignment. This panel will assign the final category assignment. The library will be notified of the decision of the panel by letter.

4) Libraries may appeal a certification decision to the USL Director; Libraries may appeal a decision of the USL director to the USL Board of Trustees.
5) Libraries are eligible to apply for Certification once per calendar year.
6) **New Libraries with a Service Population of less than 1,000 will not be certified.**

Certification Renewal: Certified Public Libraries

A USL Consultant will meet with the Library Director and Board Chair to review the current standards checklist. The consultant will assign the library to one of two categories: 1) Full Certification – the library will continue to be certified for one year; 2) Provisional Certification – the library does not currently meet all standards and will have 1 year to meet these standards to move into Full Certification status.

Libraries are certified for 1 year. USL will conduct a Certification Review for each library annually; provided all certification standards are met, certification is automatically renewed. If a certified library fails this annual review it will be placed in Provisional Certification status under the same process as that in (2) above, except that it will have 12 months to meet certification requirements. If the library fails a second successive annual review, its Provisional Certification status will be revoked, and the library must reapply for certification as a New Library. Revocation of Certification status is subject to the same appeal process outlined in (3) above. **Currently Certified Libraries with service populations of less than 500 will not be eligible for Certification renewal.**

Certification Categories

Mentor Libraries: Certified Public Libraries who also meet at least 5 "Best Practices."

Certified Public Library: The Library successfully completed the Certification Process and is eligible for Public Library Development Grant, Federal Grants (by application), access to Public Pioneer, access to training and development programs at USL.

Provisional Certification: The previously Certified Library has failed to meet standards in the annual Certification Review. The Library is eligible to receive a minimum Public Library Development Grant.

Major Libraries: Libraries with service populations of over 100,000 people are not subject to these Certification Standards.

Standards Checklist
Changes for FY2008 indicated in Italics.

Basis for Standard	Certification Levels
R - Required by Federal or State Law **S -** State Library Authority for Standards Making UCA 9-7-205 (1)(h, n) **BP –** Best Practice - Professional Practice/Peer Performance	**Full Certification** – meets all R and S standards **Mentor Library** – meets all R and S standards and 5 or more professional standards **Provisional –** currently certified library fails to meet R and S standards

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
	I. Governance **Utahns have access to a library established by a legal jurisdiction with a duly appointed Board of Directors**				
R	A. The jurisdiction (county and / or city government) has made the decision to establish and maintain a public library.				
R	B. The jurisdiction has established a Board of Directors for the public library.				
R	C. The Board of Directors operates in a manner consistent with Utah Code 9-7-402 – 404 (City Libraries) or 9-7-502 – 504 (County Libraries) and 52-4-201-207 (Open Meetings Law).				
S	*D. The Board of Directors adopts a 3-year long-range plan for the library that covers the current certification year, and presents the plan to the local governing body, with a copy submitted to the State Library. A progress report on the plan is prepared and presented annually to the local governing body, with a copy submitted to the State Library. The plan and annual progress reports will indicate if the library anticipates using grant monies to achieve its objectives.*				**Attach 3 year plan**

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
	II. Funding/Finances **Utahns have access to a library that receives the majority of its funding year to year from local government**				
R	A. The jurisdiction funds a formal annual budget. The budget includes line items for personnel, library collections, operations, technology, and capital outlay.				
S	B. The jurisdiction provides at least 65% of the library's operating expenses from local government sources.				
S	C. The jurisdiction complies with maintenance of effort funding support for the library. The jurisdiction expends an amount not less than 90% of the amount actually expended on the library in the second preceding fiscal year, exclusive of capital outlay				**Certification Renewals Only**
	III. Access & Services **Utahns have access to a library with convenient hours, accessible staff and collections, and provisions for compliance with ADA.**				
BP	A. The library provides assistance for individuals with disabilities in using computers in the library, such as special video monitors or other assistive technology apparatus. Eligibility information for Library Services for the Blind and Disabled is available at the library.				
S					

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
	B. The library telephone number is listed in the community's printed telephone directory in the white, blue (government), and/or yellow pages. The library telephone number is listed in free online directory listings.				
S	*C. The library is open to the public at least 32 hours per week, including a minimum of 8 evening and / or weekend hours, except that libraries serving populations under 2500 are open to the public at least 20 hours per week, including a minimum of 4 evening and / or weekend hours. Evening hours are defined as non-duplicated hours after 5PM; Weekend hours are defined as non-duplicated hours on Saturday and / or Sunday.*				
S	D. The library actively promotes Interlibrary Loan and initiates reference referrals when materials are not available in the library's own collection to meet patron requests. The library may charge fees to recover some of the costs for ILL service, per board policy.				**Certification Renewals Only.**
S	E. The library has an automated circulation system that maintains borrower information, tracks overdues, allows holds to be placed on materials, and provides statistical reports.				
BP	F. The library director and at least one other permanent or part-time staff member are available to the public through telephone or email contact. The library has a telephone message system and/ or uses an "Ask-A-Librarian" feature on the library web site.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
S	G. The library has a web site that provides access to an online catalog, contact information for programs and services, and links to online resources and Public Pioneer.				
BP	H. The library provides services to the broad community within its jurisdiction through outreach to special populations, such as those who speak languages other than English; early childhood care providers, schools, literacy teachers, health centers, senior citizens, and social service agencies. Basic programming includes story time and summer reading programs.				
BP	J. The library provides a photocopier for public use and a public computer printer. The library may charge for printing per board policy.				
	IV. Personnel **Utahns have access to a library staffed by competent and well-trained staff.**				
R	A. The library director has acquired formal library or related management training through an accredited institution of higher education, or has completed the State Library's UPLIFT program.				
S	B. The library has at least 1.3 FTE employees, except that libraries serving populations under 2500 have at .75 FTE per 1000 population served or 1 FTE, whichever is less.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
S	C. New directors complete a State Library orientation program within the first three months of their hire. The directors learn about State Library services and requirements for directors.				
S	D. The library director pursues at least 20 hours of library-related training per year. This training includes both formal and informal learning opportunities.				**Outline of recent training.**
S	E. The library director assigns staff responsibilities for cataloging, public services, including children's services and reference, and computer services, including familiarity with Public Pioneer databases.				
	V. Materials & Resources **Utahns have access to a library that offers a full range of materials and electronic resources that are current, classified, and relevant to community needs.**				
R	A. The library has a publicly funded budget to purchase materials. The minimum annual expenditure for materials for any size library is $2,000.				
S	B. The Library has a written collection development policy, approved by the board, which guides the purchase and weeding of materials, and specifies how the library's collection will meet community needs and how the library will address challenges to materials.				**Attach Collection Development Policy**

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
S	C. Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 rules, and Sears/LC subject headings. Materials are searchable in OPACs located in the library facility and/or via a web-based catalog.				
S	D. The library provides electronic resources, including Public Pioneer, to users in the library and to home users through library card access or other library authentication processes.				
S	E. Collection purchases support the library roles and community service responses identified through the library's long-range planning process.				**Attach Collection Development Policy.**
BP	F. The library's collection is periodically evaluated to measure the effectiveness of material purchases and community use of the collection. Statistical data collected in the statewide annual report, such as, *total holdings, circulation, and turnover per capita,* can be used for collection analysis.				
BP	G. The library supports the development of small, emergent, or community libraries, such as mentoring and training.				
BP	H. Library materials are marketed to the public in a variety of ways, such as library displays, readers' advisory lists, and promotions on the library's web site.				

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	VI. Technology **Utahns have access to a library that uses the latest technology to improve library operations and patron services.**				
R	A. The library offers access to the Internet through public computers and has an approved Internet Online Access Policy. The public computers must be filtered in a manner compliant with Utah Code 9-7-215, 216.				**Attach Internet Access Policy**
S	*B. The library budgets for current and future software upgrades, for electrical, data, and communications infrastructure, and for ongoing hardware and software replacements. Planning for the maintenance and upgrade of the library's technology infrastructure is given as a section within the library's* 3-year long-range plan.				**Attach 3 year plan.**
BP	C. The library provides public access Internet stations to reasonably accommodate community demand. Libraries serving populations under 2,500 shall provide a minimum of 2 public stations. Future planning may consider the state and national averages for public stations (2.63 per 5,000 population in Utah- 2003).				
BP	D. The library has access to a skilled technical support person to provide troubleshooting for computer operations, install software and hardware upgrades, and assist with other technology needs.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
BP	E. Library staff seeks to improve their computer and Internet searching skills by attending classes, workshops and online training programs.				
	VII. Facilities **Utahns have access to attractive, functional, and well-maintained library facilities.**				
R	*A. Library facilities are publicly owned or leased, publicly maintained, and meet Federal Americans with Disabilities Act (ADA) guidelines for providing access to persons with disabilities as provided in the USL ADA Accessibility checklist at http://www.access-board.gov/adaag/html/adaag.htm*				
S	B. The library building is identified with signs clearly visible from the street. The entrance is well lighted, and hours of service are viewable from outside the building and on the library's web site.				
BP	C. The library has a building plan to accommodate population growth and address potential needs for more space.				
BP	D. The library has convenient and adequate parking based on applicable building codes and anticipated usage.				
BP	E. The Library provides access to its collections and services by disabled, blind, and homebound patrons.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
BP	F. The building and its interior project a welcoming image: the furnishings are clean, comfortable, and functional; there are clearly recognizable areas for different uses and users. There is a logical shelving flow to the order of materials.				
	VIII. Marketing and PR **Utahns have access to a library that promotes its services and programs to library users and the community at large.**				
S	A. The library's long-range plan includes public relations activities aimed at increasing the visibility and usage of the library.				
BP	B. The library uses a variety of public relations and marketing tools to inform the public about its materials and services. Examples: appealing print brochures, bookmarks, and newsletters; customer-friendly interior signage; attractive and informative web pages.				
BP	C. The library administration maintains contact and cordial working relationships with the local and regional media.				
BP	D. The library administration maintains contact and cordial working relationships with schools, community agencies, appropriate organizations and businesses, and government officials from the library's service area.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
	IX. Administration **Utahns have access to a library that is professionally managed.**				
R	A. As chief executive officer, the library director administers policies approved by the library board.				
R	*B. The library director submits reports mandated by the State Library of Utah in a timely manner: 3-year long-range plan (to include planning for technology); annual statistical report; Community Library Enhancement Fund expenditure report; summer reading evaluation report; and the triennial Internet Online Access Policy review and update.*				**Certification Renewals Only**
S	C. The library director provides orientation for new board members including specifics on board roles and responsibilities.				
BP	D. The library director provides leadership and communication to the staff, the library board, and to the local governing authority.				
BP	E. The library director pursues opportunities to develop innovative programs and takes advantage of grant opportunities.				**Examples:**
BP	F. The library director is a member of the Utah Library Association and encourages staff participation in continuing education activities. The director and key staff subscribe to the Utah Library Network (ULN) and other library discussion lists.				

Basis	Standard	Achieved	Will Achieve (date)	Not Achieved	Documentation Comments
	X. Advocacy **Utahns have access to a library with trustees and staff committed to the advancement of library services in their community.**				
S	A. The library director and board are active advocates for their library.				**Examples:**
S	B. Board members promote and support the library system, its programs and services, in the community they serve.				**Examples:**
BP	C. Board members 1) advocate for library service on state and federal levels, 2) belong to the Utah Library Association, and 3)participate in organized efforts to monitor local, state, or federal laws affecting libraries. Dues for board members and library staff to belong to professional library associations are paid by the library budget.				
BP	D. Library documents stories about how library services benefit patrons with local, state, and federal funding.				

Certification Form

_____ **Library has been evaluated for certification by _____ on _____.**

The following rating applies to this library

__ **- Certified FY2008 –** *The library has met all the required certification elements.*
__ **- Certified FY2008 –** *The library has met all the certification requirements and has excelled in at least 5 best practices. This library is a Mentor Library in the following area(s):*

__ **- Certified – Provisional –** *The library is missing required certification elements.*
__ **- Uncertified –** *The library is missing required certification elements, and was granted Provisional status last year.*

A panel of qualified USL staff including the USL Director will review the Consultant's category assignment. This panel will assign the final category assignment. The library will be notified of the decision of the panel by letter.

Libraries may appeal a certification decision to the USL Director; Libraries may appeal a decision of the USL director to the USL Board of Trustees.

Library Consultant_____
Library Director _____
Chair, Library Board _____